

# MD-502 Reports User Guide



7001 Weston Parkway, Suite 200  
Cary, North Carolina 27513

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## Overview

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### MD-502 Report

MD-502 Reports are submitted to Railinc for analysis with the goal of reducing coupler related mechanical service interruptions (derailments and other line of road failures) and increasing yard and shop efficiency.

The MD-502 Report must be submitted to Railinc within 15 days of coupler removal for each broken coupler removed for Why Made Code 02 and 1J, and for each cracked coupler for Why Made Codes 41, 79, 82, 86, 87, 88, report rotary couplers of type “F”.

Rules 16, 17 and 18 in the *Field Manual of AAR Interchange Rules* establish the minimum mechanical requirements for removing broken and defective couplers. Refer to Rules 16, 17 and 18 in the *Field Manual of the AAR Interchange Rules* for more information.

Mechanical Defects for couplers are overseen by the AAR’s Coupling System and Truck Casting Committee (CSTCC). For MD-502 related comments or questions, send an email to [castings@aar.com](mailto:castings@aar.com). If you have questions about completing Form MD-502, send an email to [castings@aar.com](mailto:castings@aar.com). If you experience any technical difficulties, call Railinc at 1-877-724-5462 or email the [Customer Success Center](#).

### Accessing the Railinc Customer Success Center

The Railinc Customer Success Center provides reliable, timely, and high-level support for Railinc customers. Representatives are available to answer calls and respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and provide on-call support via pager for all other hours to ensure support 24 hours a day, 7 days a week. Contact us toll-free by phone at 877-RAILINC (1-877-724-5462) or send an email directly to [csc@railinc.com](mailto:csc@railinc.com).

## Getting Started

MD Reports is accessed using the Railinc Single Sign-On (SSO), which is accessed from the Railinc portal at <https://public.railinc.com>. The SSO Login is located at the upper right of the screen.

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## Register to Use Railinc SSO

For access to MD Reports and other Railinc applications, register to use Railinc Single Sign-On. Refer to the [Railinc Single Sign-On/Launch Pad User Guide](#) for information about the use of Railinc Single Sign-On.

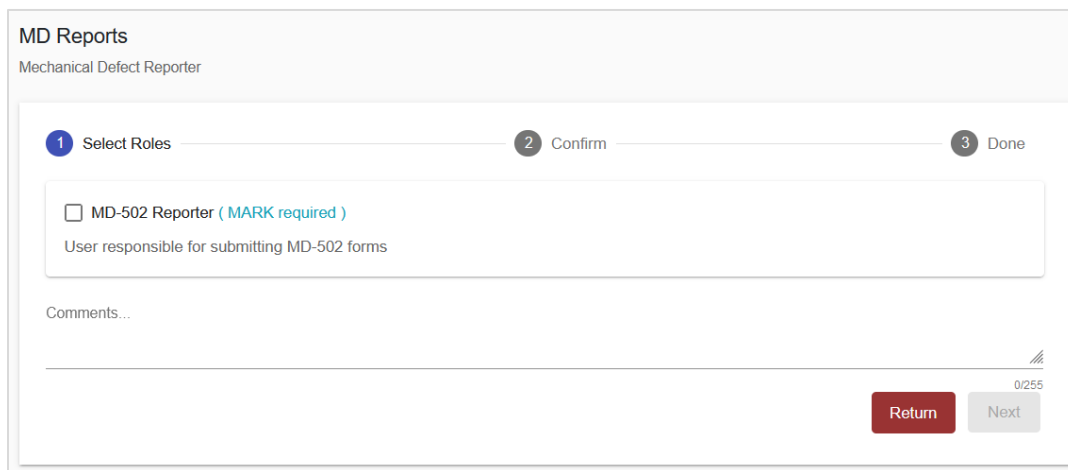
Once SSO registration is complete, you request access to MD Reports within SSO.

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## Requesting MD Reports Access

After you receive authorization to use Railinc SSO, you must request general access to MD Reports by following instructions in the [Railinc Single Sign-On/Launch Pad User Guide](#). To access MD Reports, select one or more of the available roles. Your level of access to the MD Reports is determined when you request access through Railinc Single Sign-On. [Exhibit 1](#) shows a complete list of available roles as seen in SSO.

**Exhibit 1. MD-502 Reports Applicable Permissions**



The screenshot shows a web interface for selecting roles. At the top, it says "MD Reports" and "Mechanical Defect Reporter". Below this is a progress bar with three steps: "1 Select Roles", "2 Confirm", and "3 Done". The "1 Select Roles" step is active. Underneath, there is a checkbox labeled "MD-502 Reporter ( MARK required )" with the description "User responsible for submitting MD-502 forms". Below the checkbox is a "Comments..." field. At the bottom right, there are two buttons: a red "Return" button and a grey "Next" button. A character count "0/255" is visible next to the "Next" button.

## MD-502 User Roles

Your assigned user role determines what functions you can perform. User roles are assigned by Railinc or by your company administrator through the Single Sign-On interface. The following user roles can be assigned to users of MD-502 Reports, with the subsequently listed functions:

**MD-502 Reporter** - User can submit MD-502 forms on behalf of a company (reporter mark). This permission is approved by the MD Reports company admin.

- Submit Reports
- Search Reports

- View Reports
- Edit Reports
- Upload Images to Reports
- Delete Reports

**MD-502 Report Reviewer** - User can view and edit MD-502 reports belonging to his/her company (reporter mark).

- Search Reports
- View Reports
- Edit Reports
- Upload Images to Reports

**MD-502 Report Viewer** - User (WABL members) can view all submitted MD-502 reports.

- Search Reports
- View Reports

**MD-502 Report Editor** - User (TTCI) can edit all submitted MD-502 reports.

- Submit Reports
- Search Reports
- View Reports
- Edit Reports
- Upload Images to Reports
- Delete Reports

## Logging In

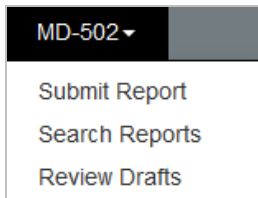
To log into the MD Reports:

1. Open your internet browser and enter <https://public.railinc.com> to open the Railinc website.
2. Select the **Customer Login** link in the upper right of the page. The Account Access page is displayed.
3. Enter your **User ID** and **Password**. Select **Sign In**. The Railinc Launch Pad is displayed.
4. In **My Applications**, select **MD Reports**.
5. The MD Reports Home page is displayed. The menu items available differ depending on your role. [Exhibit 2](#) shows the menu items that support MD Reports functionality.

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## MD Reports Menu

*Exhibit 2. MD-502 Menu*



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## Logging Out

Select the **Sign Out** link in the upper right corner to end a MD Reports session. You are returned to the SSO Login Page.

## MD-502 Report

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### Submit MD-502 Reports

You must be assigned to the MD-502 Reporter role to submit MD-502 Reports.

Use the following procedure to complete Form MD-502:

1. Log into the MD Reports as described in [Logging In](#). The MD Reports Home page is displayed ([Exhibit 2](#)).
2. From the menu bar, select **MD-502 > Submit Report**. The Submit MD-502 Report page is displayed.

**Exhibit 3. Submit MD-502 Report**

### Submit MD-502 Defect Report

**\*Disclaimer-MD-502 Form**

**Instructions:** This report covers couplers which are removed for defects, represented by the following: WHY MADE CODE 02, 1J for broken couplers and WHY MADE CODES 41, 79, 82, 86, 87, and 88 for cracked couplers. (See Field Manual of AAR Interchange Rules, Rule 16, Rule 17, and Rule 18). Report rotary couplers as type "F". All items must be completed. If the number or letters are illegible, please use "XX" where applicable. For MD-502 related comments or questions please send an email to [castings@aar.com](mailto:castings@aar.com). If you experience any technical issues, please call Railinc at 1-877-724-5462 or email Customer Support.

#### Reporter Contact Information

**Name:** \*

**Phone Number:** \*

**City:** \*

**Country:** \*  **State/Province:** \*

**Email:** \*

**Railroad/Company:** \*

#### Equipment Details

**Equipment Initial:** \*

**Equipment Number:** \*

**Kind of Equipment:** \*

**Gross Rail Load:** \*

#### Casting Information

**Coupler Type:** \*  Rotary Type couplers to be reported as Coupler type 'F'.

**Coupler Catalog Number:** \*  If codes or numbers are broken off, click 'Piece Missing'.

**End of Equipment:** \*  A End  B End

**Date Manufactured:** \*

**Component ID Comp. Code:** \*  Component ID Company Code must be 4 alpha numeric characters max with no trailing spaces.

**Component ID Number:** \*  Component ID Number must be 10 digit max in length.

**Serial Number:** \*

**Trademark:** \*  To look up Trademark, click 'Lookup'. If Trademark is not listed, select 'Other' and type the Trademark in the Trademark Other field below. An image of the Other Trademark should be uploaded along with the Defect Images at the bottom of the form.

**Reconditioned:** \*  Yes  No Reconditioned Date and Stamp are required fields if Reconditioned Yes is selected. To search all reconditioned stamps, click Search.

**Reconditioned Date:** \*

**Reconditioned Stamp:** \*



### Failure Information

**Broken or Cracked:** \*  Broken  Cracked Broken means a fracture resulting in complete separation into parts.

**Why Made Code:** \*

**Method of Detection:** \*  **Number of Equipment Derailed:**

**Failure Date:** \*  **Repair Date:** \*

**Was Car in Unit Train Service?**  Yes  No  Unknown

**Was Car Loaded or Empty?**  Loaded  Empty  Unknown

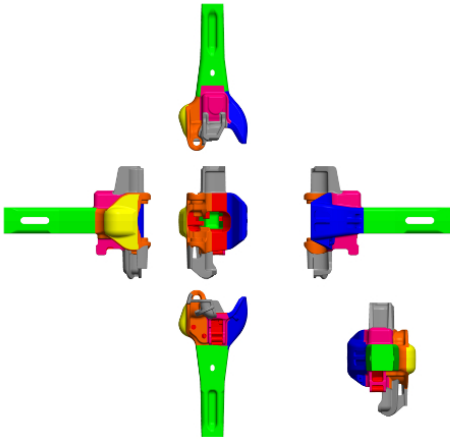
Indicate defect location on color-coded coupler. If cracked, enter crack length (inches) for each location. Use the < and > icons to scroll through images. If image is incorrect, choose appropriate coupler type in 'Casting Information' section. If defect location cannot be identified, select 'Other' and provide 'Additional Comments'.

**Broken or Cracked Locations:** \*

Other Location (A)

Additional Comments are required if 'Other Location' is selected for Broken or Cracked Location.

E-Type Coupler



If coupler image is incorrect, select correct Coupler Type in Casting Information section.

**Additional Comments:**

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### Coupler Image Attachments

It is recommended your attachments include at least 5-6 pictures of the failure. Recommended pictures are: overall of coupler, close-up of damaged area (specifically of fracture face), marks on the top, marks on the bottom, reconditioned stamp, Trademark. The following formats are accepted: .JPEG, .GIF, .PNG. Each image must be less than or equal to 5MB in size. A maximum of 15 images are allowed.

**Attachment File:**  No file selected.

**Repair Key Information** Hide

**Repair Key:**

1. Complete all required fields (marked with a red asterisk). See the [MD-502 Specification Document](#) for details about expected field values.
2. The **Reporter Contact Information** section on this page is prepopulated based on information in your SSO profile. Changing your contact information for this report does not change the information in your SSO profile.

3. For users with one MARK/Company ID, the **Railroad/Company** field is prepopulated with your MARK/Company ID. For users with more than one MARK/Company ID, select one from the drop-down list. This field is required to proceed.
4. Enter the **Equipment Details**: When the equipment initials and number are found in Umler, the **Kind of Equipment** and **Gross Rail Load** are automatically populated. If the car is not found, enter these fields.
5. In the **Casting Information** section, if the **Coupler Catalog Number** is missing, enter “Piece Missing” in the field or click the **Missing Catalog Number** link.
6. The **Serial Number** must be up to 6 characters. If the Serial Number is missing, enter “XXXXXX” or click the **Unknown/Missing/Illegible** link.
7. If the **Trademark** is not listed, select **Other** from the list and enter it in the **Trademark Other** field.
8. When **Reconditioned** is **Yes**, the **Reconditioned Stamped Date and Mark** fields are required. When the **Reconditioned Stamped Date** month and/or year is unknown, then select **XX** for month and **XXXX** for the year from the drop-down list. If the **Reconditioned Stamp** is not listed, select **Other** from the list and enter it in the **Reconditioned Stamp Other** field.
9. In the **Failure Information** section, selecting **Broken** means a complete separation of parts. Select the **Why Made Code** and **Method of Detection**. When **Derailment** is selected, enter the **Number of Equipment Derailed**.
10. Enter **Failure** and **Repair Dates**. The **Repair Date** must be after the **Failure Date** and **Reconditioned Date**.
11. Click through the **Broken or Cracked Locations** and select the color-coded area of the image that best represents the broken or cracked location on the coupler. If cracked, enter the length of the crack in inches (e.g., .5). If the broken or cracked area is not represented by any of the colors, choose **Other Location** and enter the location in the **Additional Comments** field, along with comments for the any other information in the form that you want to provide.
12. To add attachments, select **Browse** near the bottom of the Submit MD-502 Report form. It is recommended that you add at least 5-6 pictures of the failure. Recommended pictures are the overall coupler, damaged area, marks on the bottom, reconditioned stamp and trademark image. Attach up to 15 images.
  - a. Attach files in the following formats: .JPEG, .PNG, .GIF. Each image has a 5 MB size limit.
  - b. Select **Remove** to remove an attached file from the form.
  - c. The recommended attachments are requested but are not required to submit Form MD-502.
13. MD-502 gives you the opportunity to customize a **Repair Key** for each report to help you keep track of each MD-502 coupler reported. For example, you may want to name it with your name, the equipment ID and the date. When this field is left blank, the system will auto-generate a Repair Key for you.

**Exhibit 4. MD-502 Attachment**

**Coupler Image Attachments**  
It is recommended your attachments include at least 5-6 pictures of the failure. Recommended pictures are: overall of coupler, close-up of damaged area (specifically of fracture face), marks on the top, marks on the bottom, reconditioned stamp, Trademark. The following formats are accepted: JPEG, .GIF, .PNG. Each image must be less than or equal to 5MB in size. A maximum of 15 images are allowed.

Attachment File:  No file selected.

**Files Attached:**

File No.	File Name	Action
1	E -Type Coupler.PNG	<input type="button" value="Remove"/>

Repair Key Information

- 14. Save the form as draft by clicking the **Save Draft** button. The draft is kept saved for 60 days. Reporters and Editors have the ability to save, view and edit drafts that they have created. A draft can be saved without entering all the mandatory fields.
- 15. When you have completed the form, click **Submit**. A submission success message is displayed.

**Exhibit 5. MD-502 Successful Submission**

**MD Report Submitted Successfully**

Thank you for submitting your MD Report. Please select the View button below to View/Edit/Print a copy of the completed form for your records. Select Cancel if you do not want to View/Edit/Print a copy. Note: You can return to the completed form to View/Edit/Print from the search screen.

- 16. Select **View** to View/Edit/Print a copy of the completed form for your records. Select **Cancel** to close the box.

# Search MD-502 Reports

To search MD-502, you must be assigned to one or more of these roles: the MD-502 Reporter, MD-502 Report Reviewer, MD-502 Report Viewer or MD-502 Report Editor.

Use the following procedure to search for MD-502 Reports:

1. Log into the MD Reports as described in [Logging In](#). The MD Reports Home page is displayed ([Exhibit 2](#)).
2. From the menu bar, select **MD-502 > Search Reports**. The **Search MD-502 Reports** page is displayed:

**Exhibit 6. Search MD-502 Reports**

The screenshot shows the 'Search MD-502 Reports' interface. It features a search form with the following fields: Equipment Initial, Equipment Number, Failure Date From (with a calendar icon), Failure Date To (with a calendar icon), Coupler Type (dropdown), Catalog Number, Reporting Mark, Trademark (with a 'Lookup' button), Why Made Code (dropdown), and Repair Key. At the bottom of the form are 'Search' and 'Reset' buttons.

3. To search for one or more MD-502 Reports, enter any or no criteria in the fields and select **Search**. An example of search results is displayed in the image below.
4. To view a report, click the **View** link for the appropriate row located in the **Details** column.

**Exhibit 7. MD-502 Search Results**

The screenshot shows the search results page. It includes the same search form as Exhibit 6. Below the form, it displays 'Total Items: 23 | Export to CSV'. A table of results is shown below, with the 'View' link in the 'Details' column highlighted in red for each row.

Failure Date	Equipment Initial	Equipment Number	Equipment Type	Coupler Type	Catalog Number	Serial Number	Trademark	Month Cast	Year Cast	WMC	Damage Location	images	Details
2020-Jun-14	RAIL	0000000010	B	E	FE367A	XXXXXX	ASF	02	2016	41	F	0	<a href="#">View</a>
2019-Dec-09	BNSF	0000009741	D	E	PIECE MISSING	12345	DOFASCO	03	2015	1J	B	0	<a href="#">View</a>
2020-Feb-06	ACFX	0000095593	T	E	2011	XXXXXX	M&T	10	1997	02	D	0	<a href="#">View</a>
2019-Dec-10	RAIL	0000001011	T	E	PIECE MISSING	XXXXXX	CSF	XX	XXXX	02	B	0	<a href="#">View</a>
2019-Dec-02	RAIL	0000001011	T	E	PIECE MISSING	XXXXXX	ASF	12	2000	02	D,B	0	<a href="#">View</a>

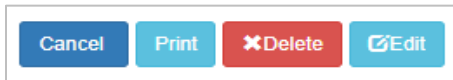
## Edit MD-502 Reports

To edit MD-502 Reports, you must be assigned to one or more of these roles: the MD-502 Reporter, MD-502 Report Reviewer or MD-502 Report Editor.

Use the following procedure to edit MD-502 Reports:

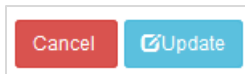
1. Log into the MD Reports as described in [Logging In](#). The MD Reports Home page is displayed ([Exhibit 2](#)).
2. From the menu bar, select **MD-502 > Search Reports**. Search for reports as described in [Search MD-502 Reports](#).
3. To open a report, click the **View** link for the appropriate row located in the **Details** column.
4. Scroll to the bottom of the report and click **Edit**.

**Exhibit 8. MD-502 View Button Panel**



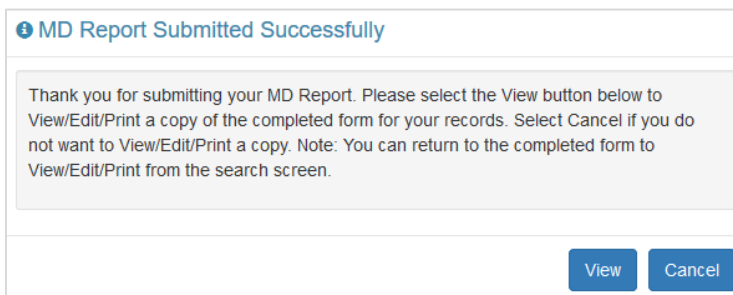
5. The Update MD-502 Report page displays. All fields are editable except for **Repair Key** and **Railroad/Company** (Reporter Mark).
6. Edit the necessary fields, then scroll to the bottom of the report. Click **Update**.

**Exhibit 9. MD-502 Update Button Panel**



7. When you have completed the form, click **Update**. A submission success message is displayed.

**Exhibit 10. MD-502 Update Successful Submission**



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## Review Drafts

To review MD-502 draft reports, you must be assigned to the MD-502 Reporter role for the company mark.

Use the following procedure to review MD-502 draft reports:

1. Log into the MD Reports as described in [Logging In](#). The MD Reports Home page is displayed ([Exhibit 2](#)).
2. From the menu bar, select **MD-502 > Review Drafts**. Available draft reports for your company mark are listed on the **MD-502 View Drafts** page.
3. To open a report, click the **View** link for the appropriate row located in the **Details** column.

### **Exhibit 11. View Drafts**

MD502 View Drafts										Total Items: 1
Create Date	Last Modified Date	Date of Failure	Equipment Initial	Equipment Number	Kind of Equipment	Coupler Type	Date Manufactured	Attachments	Details	
2020-07-02	2020-07-02	2020-06-16	RAIL	0000000050	B	E	XX / XXXX	1	<a href="#">View</a>	

4. Scroll to the bottom of the report and click the **Edit** button. See [Edit MD-502 Reports](#) for details.

### **Exhibit 12. View Button Panel**



5. Once you've made your updates, select **Update Draft** to save your draft or **Submit** to submit the report. Once the report is submitted, the **Update Draft** button is no longer available when viewing the report.

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## Delete MD-502 Reports

You must be assigned to the MD-502 Reporter and/or MD-502 Report Editor roles to perform delete functions in MD-502 Reports.

Use the following procedure to delete MD-502 Reports:

1. Log into the MD Reports as described in [Logging In](#). The MD Reports Home page is displayed ([Exhibit 2](#)).
2. From the menu bar, select **MD-502 > Search Reports**. Search for reports as described in [Search MD-502 Reports](#).
3. To open a report, click the **View** link for the appropriate row located in the **Details** column.
4. Scroll to the bottom of the report and click the **Delete** button ([Exhibit 8](#)).
5. A **Delete Confirmation** pop-up box appears. Click **Yes** to make the changes or **No** to cancel.

**Exhibit 13. MD-502 Delete Confirmation**

MD 502 Delete Report Confirmation	
You have requested to delete this MD-502 Report. Are you sure you want to proceed?	
	<input type="button" value="YES"/> <input type="button" value="NO"/>

6. If you click **Yes**, a confirmation pop-up box appears to indicate the report has been successfully deleted. Click **Close** to return to the Search Reports page.

**Exhibit 14. MD-502 Delete Success Message**

MD 502 Report Update	
MD 502 Report Deleted Successfully.	
	<input type="button" value="Close"/>